

THIRTEENTH JUDICIAL CIRCUIT COURT MARSHAL'S OFFICE



2015 ANNUAL REPORT

CIRCUIT COURT MARSHALS OFFICE

Leslie E. Werner

Marshal
1996 – Present

John Balkenbush

Sergeant-Boone
2015 – Present

Lylith Robbins

Sergeant-Callaway
2016 – Present

BOONE COUNTY DEPUTY MARSHALS

Peter Van Kort – 951

2013 - Present

Mike S. Chrisman – 953

2010 – Present

Ray Biggerstaff – 954

2014 – Present

Jason Terrell - 955

2013 – Present

Vacant – 956

Present

Ben Pruett – 957

Present

Lorne Jackman – 959

Present

Clint Troutman – 960

2013 – Present

Blake McClallen – 962

2014 – Present

CALLAWAY COUNTY DEPUTY MARSHALS

William McCaulley – 502

2013 – Present

Vacant – 503

2015 - Present

PART-TIME DEPUTY MARSHALS

Adam Duncan - 967

Robyn Raisch - 966

Vacant - 964

Thirteenth Judicial Circuit Court

Marshal's Office

2015 Annual Report

Table of Contents

	Page
Introduction - - - - -	1
Hours Spent in Court - - - - -	2
Security Screening Station Statistics - - - - -	3
Arrests and Commits Summary - - - - -	4
Additional Duties - - - - -	5
Training - - - - -	6 - 7
Jury Service - - - - -	8
Jury Panel Data - - - - -	9 - 12
Jury Trial Data - - - - -	13
Jury Trial Statistics - - - - -	14 - 15
Jury Exit Questionnaire Responses - - - - -	16
Exit Questionnaire Responses - - - - -	17 - 18

CIRCUIT COURT MARSHALS OFFICE



The 13th Judicial Circuit Marshal's Office consists of 14 full time officers and 3 additional officers that work in a part-time pool in both counties of the 13th Judicial Circuit. There is also a part-time noncommissioned employee to assist the jury supervisor with the processing of incoming jury questionnaires. Of the 14 full-time officers 3 are currently based in Callaway County with 1 part-time officer to assist with court and other security matters as they develop. The remainder of officers works in Boone County.

There is a sergeant in each county to assist with supervisory duties and assist deputy marshals in their training. The sergeant in Callaway is a newly appointed; state funded position, as of December and she began her duties in January 2016, based on funding appropriated by the legislature in 2015.

The Court Marshal's Office is in charge of many duties in the court. First and foremost is the physical security of the building, employees and visitors to the building. Deputy court marshals screen individuals entering the courthouse to ensure weapons are not brought into the courthouse. They also provide security in the courtrooms, monitor the security cameras located throughout the courthouse, arrest defendants and process the paperwork to commit them to the county jail or Missouri Department of Corrections, and provide security for juries during jury trials. The remainder of this report will provide additional information on these activities.

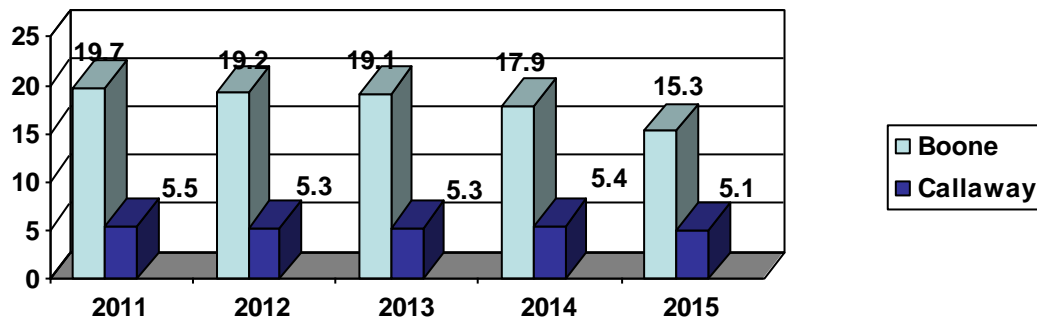
With the addition of e-filing, deputy marshals can now be in the courtroom for extended periods of time and not have to handle files as we have in the past. Another addition that has benefited taxpayers, Boone County Transport and Marshals is the development of video arraignments and hearings. Defendants are allowed to appear by video from not only Boone County Jail but from institutions throughout the state including Department of Corrections. This helps save taxpayers costs associated with manpower and transportation to and from the courthouse.

Deputy Marshals also provide assistance to the jury supervisor when questionnaires are returned for processing, jury trial preparation and compiling information returned on exit questionnaires from individuals who have completed their jury service.

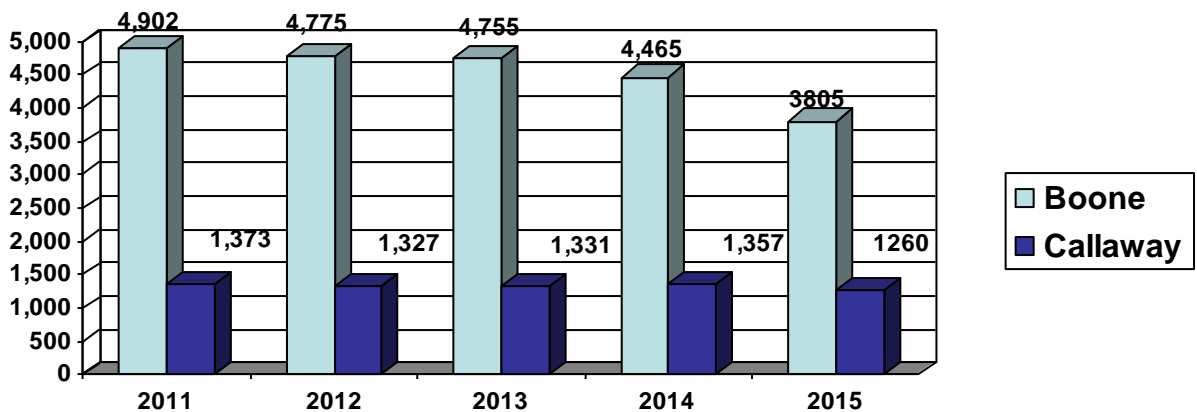
Hours Spent in Court

During 2015, the 11 Boone County officers spent a total of 3,805 hours in court, and the 2 Callaway County officers spent a total of 1,260 hours in court. The 2015 year, consisted of 249 work days. This averages out to 15.3 hours of court marshal coverage per day in Boone County, and 5.1 hours of court marshal coverage per day in Callaway County. As shown below, Boone and Callaway County showed a slight decrease in hours.

Hours Spent in Court by Court Marshals Per Day



Total Hours Spent in Court by Court Marshals Per Year



Security Screening Station Statistics

Security in the courthouse is the primary function of the Court Marshal's Office in the 13th Judicial Circuit. In Boone County, security begins at the security screening station at the front door. The table below shows there were 184,690 pass throughs of the security station of the Boone County courthouse in 2015. This is an increase of 10,852 individuals from the previous year. This includes pass throughs by individuals, including employees, who enter the building daily.

Number of Passes through the Station

Year	Number	% of Change
2011	207,346	4.7% decrease
2012	203,967	1.6% decrease
2013	199,542	2.1% decrease
2014	173,838	12.8% decrease
2015	184,690	9.4% increase

Average Number of Passes Per Work Day

2011	833
2012	819
2013	801
2014	698
2015	742

Boone County officers did not make any arrests at the Security Screening Station during 2015, but did investigate and request follow-up from the Prosecutors Office on 1 pair of brass knuckles, 1 BB gun, possession of drug paraphernalia and marijuana possession.

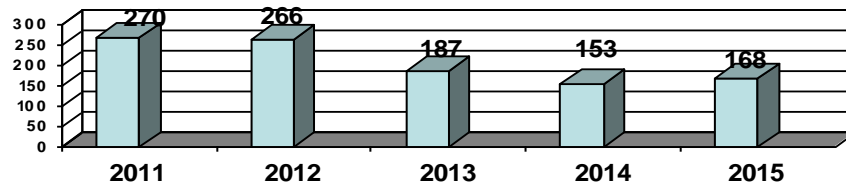
Arrests Made at the Security Screening Station

2011	1-butterfly knife, 1-pair blast knuckles	2
2012	4-Possession of drug paraphernalia, 1-illegal weapon (knife)	5
2013	1-illegal weapon (knife)	1
2014	None	0
2015	None	0

Arrests and Commits

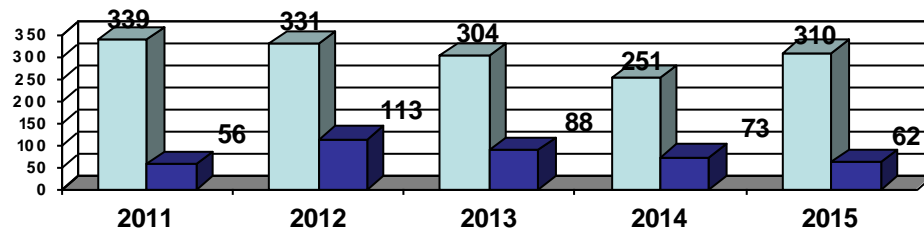
Marshals are authorized to make arrests and commits within the courthouse. In 2015 arrests included individuals with warrants and on-view arrests. Commits included individuals ordered committed to the Department of Corrections, Boone/Callaway County Jail by the court or through sanctions imposed by treatment courts. The Live Scan fingerprinting system at the courthouse is used primarily for court ordered fingerprints and petitioners in probate matters.

Livescan Fingerprint System 2011 - 2015



■ **Boone**

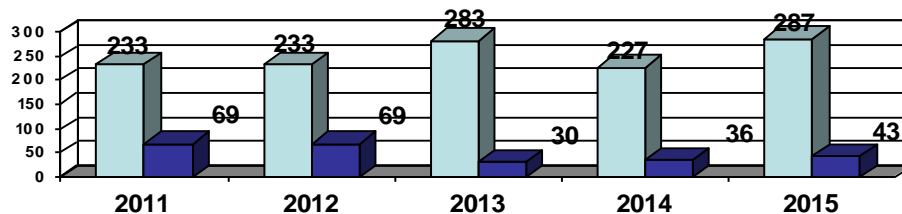
Commits 2011 - 2015



■ **Boone**

■ **Callaway**

Arrests 2011 - 2015



■ **Boone**

■ **Callaway**

Boone County Marshals Office Additional Duties

Intrusion & Fire Alarms – During the hours that the Boone County Courthouse was closed deputy marshals responded to 5 calls from the alarm monitoring company reporting possible intrusion, fire, power failure, and water flow alarms at the courthouse in 2015. These alarms were not significant in nature.

Duress Alarms – During working hours deputy marshals responded to a total of one duress (trouble) alarms initiated in either courtrooms, reception areas and interview rooms in the Juvenile and Circuit Clerks Offices of the Boone County Courthouse.

Medical Emergencies – Deputy marshals responded to 8 medical emergencies during 2015. Deputy marshals respond and assist individuals until medical personnel arrive.

Bank Escorts – Deputy marshals escorted the Boone County Treasurer's & Accounting Offices with deposits to the bank at least once per workday as requested.

Personal Escorts – Upon request, deputy marshals conducted escorts for about 50 parties entering and leaving the Boone County Courthouse. Many of these escorts are a result of domestic conflicts between family and acquaintances appearing in court.

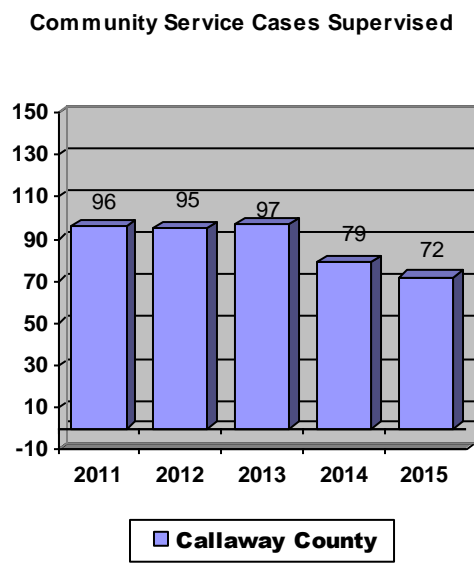
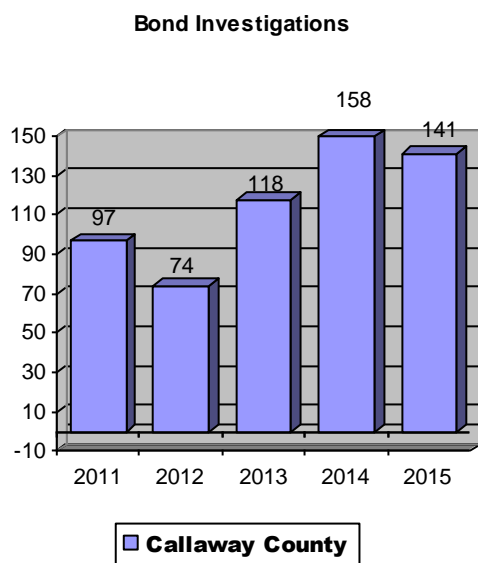
Grounds Patrol – Deputy marshals patrol the Boone County Courthouse, Alternative Sentencing Center, Government Center and grounds, as well as the parking lots, each workday as often as time permits.

Special Events – Deputy marshals work evenings and weekends as needed in the Boone County Courthouse about 5-10 times per year, to allow high school and college students to hold mock trials, provide security during ceremonial events, and training sessions. Deputy marshals also conducted 9 tours of the Boone County Courthouse this past year.

Callaway County Marshals Office Additional Duties

In addition to security in the courtrooms and courthouse, and jury services functions, Callaway deputy marshals conduct additional functions, as indicated below. These functions are performed by Adult Court Services in Boone County.

Bond Investigation – 141 Community Service Cases Supervised – 72



TRAINING COMPLETED IN 2015

By Deputy Marshals

Missouri Police Officer Standards and Training Continuing Education

Missouri Peace Officers are required to participate in continuing education courses to maintain state certification. The 13th Judicial Circuit requires deputy marshals to maintain POST Certification. The requirements over a three year period are:

- 12 hours of Legal Studies
- 12 hours of Interpersonal Perspectives must include 3 hours of racial profiling during the 3 year cycle
- 12 hours of Technical Studies
- 12 hours of Skill Development must include 4 hours of firearms training during the 3 year cycle

This means each marshal must complete an average of 16 hours of training each year. Officers each received an average of 21.5 hours of training in 2015.

The part-time pool officers receive training in general from their current employers therefore do not participate in our provided training.

Session Categories for 2015	# of Hours
Firearms	88
Handgun Familiarization Firearms Qualification Tactical Pistol	
Legal Studies	37
Sexual Harassment Legal Updates Civil Involuntary Detention Procedures Juvenile Justice Miranda & The Interview Civil Process Defense of Justification	
Interpersonal Perspectives	3
Racial Profiling	
Technical Studies	30
Livescan Certification Training	
Skill Development	119.5
MILO Training Glock Cleaning Bomb Threat Training MULES Certification Training Cell Block Survival Law Enforcement Ethics How Officers Cope First Responder	
Grand Total	277.5

Training 2015

The Court Marshal's Office for 2015 focused a large amount of their training on safety of personnel and individuals visiting the courthouse.

During 2015, officers were trained on a variety of subjects to help not only officers but all staff within the court to learn how to respond to certain emergencies that could occur in the courthouse.

Officers were trained in active shooter response and solo engagement with Boone County Sheriff's Department. After objectives were met in a classroom setting each officer was placed in a simulated situation to allow the officer to respond in the manner in which they were trained.

All staff within the Boone courthouse and other Boone entities was also provided classroom training on responding to an active shooter and options available to them. After the training all staff were allowed the opportunity to train in a simulated exercise within the courthouse.

Active Shooter training for staff at the Callaway County Courthouse is in the planning stages for a presentation in 2016.

Officers and staff were also trained in bomb threat management and how to respond during a possible threat. These trainings provide a unique insight to the inner workings within the court to help put staff at ease yet provide options should an emergency situation arise.

All officers, Boone and Callaway, are certified in the use of CPR/AED. This certification expires every two years and is required to maintain as a court marshal. Each courthouse is equipped with AED (Automated External Defibrillator) units for anyone use in the event of medical emergency involving the risk of heart stoppage.

The Court Marshal's Office also has three trained first responders in the event of a medical emergency. There are currently three first responder medical bags available in the event of a situation requiring medical attention. The purpose of the responding officer is to provide first aid until fire and medical personnel arrive on the scene to further treat the individual.

A continuation of the safety protocol is being addressed in 2016 to continue to train and prepare staff in the event of the various types of emergencies that can occur or have occurred within the courthouse and adjacent buildings.

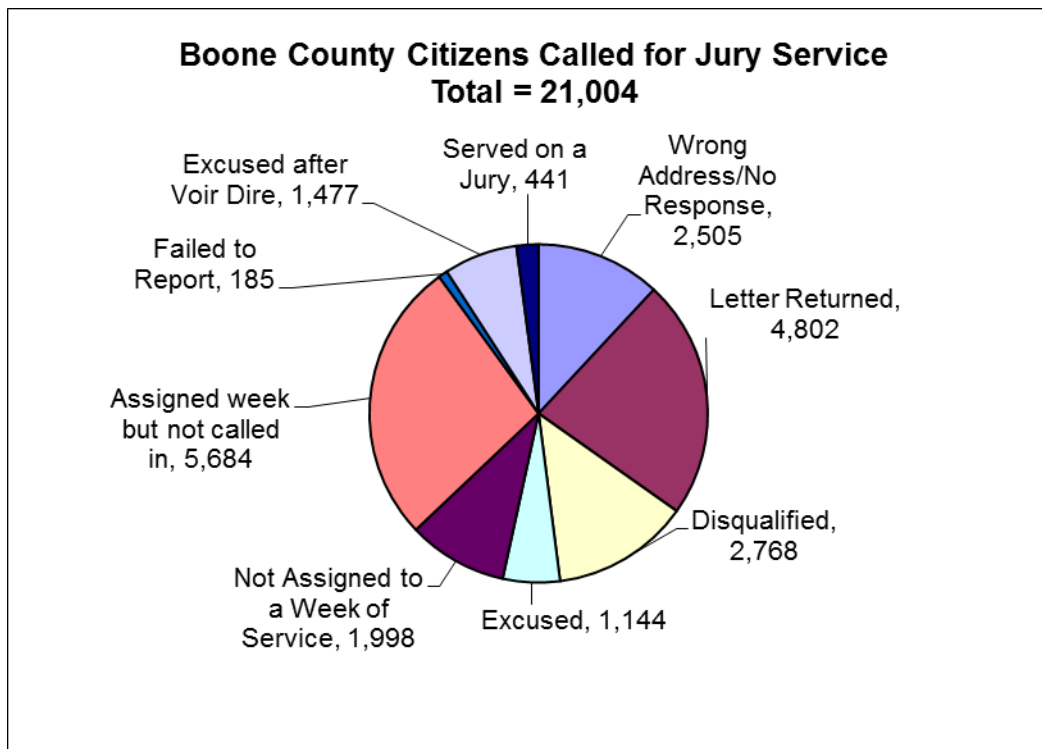
Jury Service

**Jury Panel Data
2015**

Jury Service Boone County

Jury service in Boone County consists of a two-month term of service. If selected, individuals are assigned one week during that two-month term. They are assigned a juror number and asked to call or check online every evening during their assigned week to see if they are needed for jury service.

As shown below, 21,004 questionnaires were sent out to potential jurors in Boone County in 2015. Many jurors are disqualified, excused or deferred before actually being called to serve. For 2015, 7,787 individuals were assigned a week of service but only 2,103 were asked to report. The total number of individuals who actually served on a jury was 441. Jurors who failed to report, 185, are either placed in a future term or asked to report to the courthouse and appear before a judge to state why they were unable to appear for jury service.



Boone County

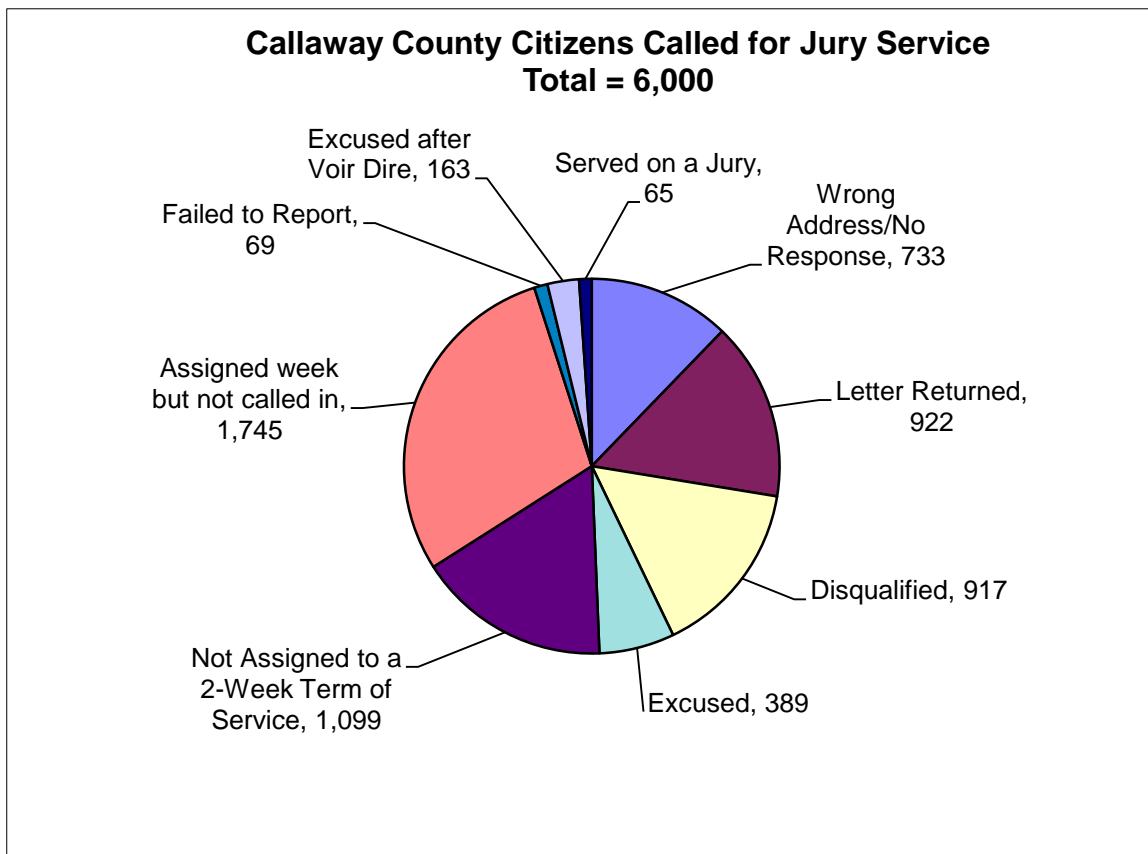
Jury Panel Service Overview

	2011		2012		2013		2014		2015	
	#	%	#	%	#	%	#	%	#	%
Questionnaires Sent	21,000	100%	21,000	100%	21,000	100%	21,000	100%	21,004	100%
Letter Returned	4,215	20%	3,895	18%	4,288	20%	4,213	20%	4,802	23%
No Response	2,335	11%	2,229	11%	2,329	11%	2,657	12%	2,505	12%
Disqualified	2,915	14%	2,994	14%	2,927	14%	2,848	14%	2,768	13%
Excused	919	4%	1,038	5%	999	5%	1,124	5%	1,144	5%
Eligible	10,616	51%	10,844	52%	10,457	50%	10,158	48%	9,785	47%
ELIGIBLE	10,616	100%	10,844	100%	10,457	100%	10,158	100%	9,785	100%
Reserve - Not Assigned	2,691	25%	2,723	25%	2,442	23%	2,594	26%	1,998	20%
Assigned a Week	7,925	75%	8,121	75%	8,015	77%	7,564	74%	7,787	80%
ASSIGNED A WEEK	7,925	100%	8,121	100%	8,015	100%	7,564	100%	7,787	100%
Not Called In	6,701	85%	6,817	84%	5,928	74%	6,159	81%	5,684	73%
Asked to Report	1,224	15%	1,304	16%	2,087	26%	1,405	19%	2,103	27%
ASKED TO REPORT	1,224	100%	1,304	100%	2,087	100%	1,405	100%	2,103	100%
Excused Prior to Trial	0	0%	0	0%	0	0%	0	0%	0	0%
Absent	161	13%	181	14%	318	15%	172	12%	185	9%
Reported for a Panel	1,063	87%	1,123	86%	1,769	85%	1,233	88%	1,918	91%
REPORTED FOR PANEL	1,063	100%	1,123	100%	1,769	100%	1,233	100%	1,918	100%
One Panel	1,028	97%	1,104	98%	1,737	98%	1,170	95%	1,839	96%
Two Panels	35	3%	19	2%	32	2%	63	5%	79	4%
Excused After VD	801	75%	881	78%	1,348	76%	937	76%	1,477	77%
Served On A Jury	261	25%	242	22%	421	24%	296	24%	441	23%
SERVED ON JURY	261	100%	242	100%	421	100%	296	100%	441	100%
One Day	133	51%	109	45%	170	40%	121	41%	171	39%
Two Days	101	39%	78	32%	195	46%	52	17%	118	27%
Three Days	13	5%	27	11%	13	3%	95	32%	111	25%
Four Days	4	2%	0	0%	14	3%	14	5%	27	6%
More than Four Days	0	0%	28	12%	29	7%	14	5%	14	3%
Questionnaires Sent	21,000	100%	21,000	100%	21,000	100%	21,000	100%	21,004	100%
Asked To Report	1,224	6%	1,304	6%	2,087	10%	1,405	7%	2,103	10%
Served On A Jury	261	1%	242	1%	421	2%	296	1%	441	2%

Jury Service Callaway County

Jury service in Callaway County consists of a three-month term of service. If selected, individuals are assigned two weeks during the quarter. They are assigned a juror number and asked to call or check online every evening during that two-week period to see if they are needed for jury service.

As shown below, 6,000 questionnaires were sent out for qualifying potential jurors in 2015. Of the 6,000 questionnaires, 1,745 individuals were assigned a two- week term of service but only 297 were actually asked to report. The total number of individuals that actually served on a jury was 65.



Callaway County
Jury Panel Service Overview

	2011		2012		2013		2014		2015	
	#	%	#	%	#	%	#	%	#	%
Questionnaires Sent	6,004	100%	6,000	100%	6,000	100%	6,002	100%	6,000	100%
Letter Returned	928	15%	876	15%	884	15%	948	16%	922	15%
No Response	681	11%	674	11%	685	11%	688	12%	733	12%
Disqualified	849	14%	884	15%	786	13%	796	13%	917	15%
Excused	422	7%	368	6%	440	7%	435	7%	389	6%
Eligible	3,124	52%	3,198	53%	3,205	53%	2,867	48%	3,039	51%
ELIGIBLE	3,124	100%	3,198	100%	3,205	100%	2,867	100%	3,039	100%
Reserve - Not Assigned	1,099	35%	1,071	33%	1,476	46%	1,156	40%	1,099	33%
Assigned a Week	2,025	65%	2,127	67%	1,729	54%	1,711	60%	2,042	67%
ASSIGNED A WEEK	2,025	100%	2,127	100%	1,729	100%	1,711	100%	2,042	100%
Not Called In	1,521	75%	1,747	82%	1,549	90%	1,545	90%	1,745	85%
Asked to Report	504	25%	380	18%	180	10%	166	10%	297	15%
ASKED TO REPORT	504	100%	380	100%	180	100%	166	100%	297	100%
Excused Prior to Trial	0	0%	0	0%	0	0%	0	0%	0	0%
Absent	68	13%	78	20%	32	18%	38	23%	69	23%
Reported for a Panel	436	87%	302	80%	148	82%	128	77%	228	77%
Reported for Panel	436	100%	302	100%	148	100%	128	100%	228	100%
One Panel	371	85%	302	100%	148	100%	128	100%	228	100%
Two Panels	65	15%	0	0%	0	0%	0	0%	0	0%
Three or more panels	0	0%	0	0%	0	0%	0	0%	0	0%
Excused After VD	304	70%	226	75%	110	74%	90	70%	163	72%
Served On A Jury	132	30%	76	25%	38	26%	38	30%	65	28%
SERVED ON JURY	132	100%	76	100%	38	100%	38	100%	65	100%
One Day	120	91%	36	48%	13	34%	25	66%	51	78%
Two Days	12	9%	13	17%	25	66%	13	34%	14	22%
Three	0	0%	13	17%	0	0%	0	0%	0	0%
Four Days	0	0%	14	18%	0	0%	0	0%	0	0%
More than Four Days	0	0%	0	0%	0	0%	0	0%	0	0%
Questionnaires Sent	6,004	100%	6,000	100%	6,000	100%	6,002	100%	6,000	100%
Asked To Report	504	8%	380	6%	180	3%	166	2%	297	5%
Served On A Jury	132	2%	76	1%	38	1%	38	1%	65	1%

Jury Trial Data

**Trial Data
2015**

Jury Trial Statistics

Boone County

During 2015, there was a 26 percent increase in the number of actual jury trials for Boone County. Of the 34 jury trials held, 3 panels were dismissed prior to the conclusion of the trial which resulted in 31 actual trials. Of the verdicts not returned, 1 was due to a mistrial in a criminal matter while the other 2 occurred in civils trials. One was settled after and 1 was continued before voir dire. As shown below the technology added to the Ceremonial Courtroom has given the court more options when scheduling jury trials, 3 West and Ceremonial were used almost equally through 2015.

2011 2012 2013 2014 2015

Number of Panels Reporting	24	25	36	25	34
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Panels Dismissed Before Verdict Rendered	5	7	5	3	3
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Number Of Actual Trials	19	18	31	22	31
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Divisions in Which Trials Were Scheduled

I	2	5	5	3	7
II	6	4	4	13	8
III	7	7	7	8	10
IV	9	8	8	10	9
Visiting Judge	0	1	1	2	0

Courtrooms Jury Trials Were Held

Ceremonial	4	5	5	6	16
1 West	0	2	2	0	1
3 West	20	18	18	30	17

CIVIL VERDICTS

Plaintiff (CV1)	3	4	6	6	3
Defendant (CV2)	3	5	7	3	4

CRIMINAL VERDICTS

Guilty (CR1)	13	6	14	11	20
Not Guilty (CR2)	0	3	4	2	4

GENDER OF JURORS REPORTING

Male	485	511	786	536	862
Female	577	611	983	609	990

Jury Trial Statistics Callaway County

Callaway showed a slight increase of 6% in the actual jury trials held for 2015. 13th Circuit Judges accounted for all 5 of the jury trials held in Callaway County. All jury trials reached a verdict during 2015.

	2011	2012	2013	2014	2015
Number of Panels Reporting	11	7	3	3	5

Panels Dismissed Before Verdict Rendered	1	3	0	0	0
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# Of Actual Trials	10	4	3	3	5
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Divisions in Which Trials Were Scheduled

I	1	1	0	1	0
II	2	4	1	0	1
III	4	1	1	2	2
IV	4	1	1	0	2
Visiting Judge	0	0	0	0	0

CIVIL VERDICTS

Plaintiff (CV1)	0	1	0	0	0
Defendant (CV2)	0	1	0	1	1

CRIMINAL VERDICTS

Guilty (CR1)	9	0	3	1	4
Not Guilty (CR2)	1	2	0	1	0

GENDER OF JURORS REPORTING

Male	206	135	66	48	113
Female	230	167	82	80	115

Jury Service

Exit Questionnaire Responses 2015

Exit Questionnaires

When individuals are called for jury service, it is important that they receive courteous, responsive and respectful treatment. Exit questionnaires were developed as a way to improve jury service throughout the 13th Judicial Circuit.

In 2010, a new procedure was developed through the Office of State Courts Administrator in which data, collected from completed exit questionnaires, ranks responses into the excellent/good category. Once in this category, a percentage is gathered from the number of responses received.

The following pages report the responses collected in 2015. Data was collected for previous years as a comparison to note improvements that have been made.

In 2009, a new jury procedure was implemented in Boone County to improve the use of a potential juror's time. Jurors are asked to report no later than 8:00 a.m. After jurors report, they are directed to the jury assembly room. While they wait for the selection process to begin, the jurors are provided coffee, snacks and reading materials. A court marshal addresses the panel about the jury process and what to expect during the day. Jurors are then provided a seat number and taken to their prospective courtrooms to start the jury selection.

When reporting for jury service, many individuals question the reasoning for reporting by 8:00 am and not having to go to the courtroom until 9:00 am. It is during this time staff is creating seating charts and other documents the court needs to conduct the proceeding. In 2015, along with a slideshow presentation of trivia questions, an updated version of a video explaining jury duty was produced and recorded by OSCA (Office of State Courts Administration) which provided more updated information for individuals in both Boone and Callaway Counties. Both of these videos help occupy the time individuals wait while paperwork is being prepared for the actual trial.

Another area of interest is the personal safety of individuals reporting for jury service. We strive to insure the safety for all parties that visit the courthouse and especially individuals reporting for a jury selection. Of the exit questionnaires received, individuals have indicated on their exit questionnaires their personal safety averages 96% in the excellent to good category.

Treatment by staff and marshals remains on average at 98%. Personnel want to insure individuals reporting for jury service as well as all citizens are treated with upmost respect when visiting the courthouse.

Overall, jurors describe the impression of their service as good to excellent 95% of the time for Boone and Callaway.

Jury Exit Questionnaires Boone and Callaway County	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015
	BOONE					CALLAWAY				
GENDER										
Men	42%	33%	33%	40%	33%	37%	33%	14%	39%	44%
Women	58%	67%	66%	59%	66%	63%	67%	76%	61%	53%
AGE GROUP										
21-24	4%	2%	2%	2%	1%	3%	5%	5%	1%	0%
25-34	16%	14%	16%	18%	12%	17%	6%	7%	21%	2%
35-44	13%	17%	14%	16%	13%	16%	19%	18%	8%	15%
45-54	25%	19%	20%	17%	19%	23%	14%	14%	1%	21%
55-64	24%	28%	24%	27%	26%	21%	34%	39%	33%	24%
65 and Over	18%	20%	22%	20%	23%	20%	22%	17%	28%	37%
PRIOR SERVICE										
Yes	45%	37%	40%	45%	49%	46%	48%	41%	43%	55%
No	56%	63%	54%	54%	50%	54%	52%	59%	57%	44%
Federal	9%	9%	6%	6%	6%	5%	10%	3%	0%	20%
State	76%	78%	90%	84%	83%	86%	72%	97%	78%	63%
Grand Jury	8%	5%	4%	3%	3%	0%	1%	0%	17%	5%
NUMBER OF DAYS REPORTING										
1- 5 Days	99%	96%	98%	98%	99%	99%	100%	100%	99%	100%
6 - 10 Days	1%	4%	2%	1%	1%	0%	0%	0%	1%	0%
More Than 10 Days	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
TYPE OF CASE										
Criminal	60%	56%	63%	58%	69%	53%	37%	100%	66%	87%
Civil	33%	36%	36%	34%	24%	38%	36%	0%	32%	2%
LOSS OF INCOME										
Yes	18%	63%	16%	16%	20%	17%	13%	19%	18%	12%
No	79%	35%	83%	81%	77%	78%	82%	81%	81%	80%
SCHEDULING OF TIME										
Excellent/Good	74%	77%	74%	74%	76%	78%	84%	78%	80%	72%
CALL-IN SYSTEM										
Excellent/Good	96%	98%	95%	94%	94%	95%	92%	97%	91%	96%
PARKING										
Excellent/Good	89%	92%	89%	89%	86%	69%	65%	81%	74%	81%
HANDOUTS/BOOKLETS										
Excellent/Good	95%	96%	92%	93%	91%	91%	92%	97%	91%	94%
INITIAL ORIENTATION										
Excellent/Good	98%	97%	98%	93%	97%	98%	93%	95%	96%	88%
ORIENTATION VIDEO										
Excellent/Good	86%	89%	90%	88%	84%	89%	90%	91%	55%	81%
TREATMENT BY STAFF										
Excellent/Good	99%	99%	97%	98%	98%	97%	98%	97%	84%	98%
TREATMENT BY BAILIFFS										
Excellent/Good	99%	99%	98%	99%	99%	98%	100%	95%	97%	100%
ASSEMBLY ROOM										
Excellent/Good	92%	92%	87%	93%	86%	73%	77%	76%	88%	65%
COURTROOM										
Excellent/Good	87%	88%	84%	88%	80%	84%	91%	88%	76%	95%
DELIBERATION ROOM										
Excellent/Good	85%	89%	86%	92%	84%	86%	86%	84%	91%	87%
RESTROOMS										
Excellent/Good	94%	97%	91%	96%	96%	87%	89%	84%	91%	95%
PERSONAL SAFETY										
Excellent/Good	96%	98%	95%	98%	97%	96%	94%	92%	93%	95%
IMPRESSION OF SERVICE										
Favorable	86%	87%	92%	89%	84%	83%	83%	90%	95%	82%
Unfavorable	5%	6%	8%	7%	9%	10%	8%	10%	3%	16%
Not Indicated	9%	7%	0%	4%	7%	7%	9%	0%	2%	2%